



Statement of Work

For

General Materials or Services

Title: Master Agreement Performance Work Statement (PWS) for Technical Editing Technical Writing Services

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1 INTRODUCTION / BACKGROUND

The Department of Energy, Richland Operations Office, (DOE-RL) manages the Hanford Site working toward protecting the workers, public, and environment by further reducing risk, as well as providing the necessary infrastructure for continued safe and effective cleanup operations, access and use. This is accomplished by work performed by contractors and subcontractors, to ensure the safety of the Hanford cleanup.

As a Prime Contractor to the U.S. Department of Energy, Hanford Mission Integration Solutions (HMIS) is responsible for providing direct support to the DOE-RL and its contractors with cost effective infrastructure and site services integral and necessary to accomplish the Hanford Site environmental cleanup mission.

1.1 OBJECTIVE

HMIS requires the services of an experienced subcontractor to provide technical editing and technical writing services to various organizations within HMIS.

1.2 DESCRIPTION OF WORK – GENERAL

The subcontractor shall provide technically qualified resources that work as a part of a team to perform the services as requested. Subcontractor resources shall be responsible for independently planning, organizing, and performing a wide variety of non-hazardous specialized administrative/technical duties in support of the successful completion of goals and deliverables. Additionally, the subcontractor shall furnish all necessary labor, technical and professional services, supervision, materials, tools, equipment, consumables, and payment of any applicable taxes to perform all operations necessary and required to perform the scope as directed by HMIS

Unless otherwise approved, the subcontractor shall work in accordance with HMIS subcontract requirements, operating policies and procedures and shall be responsible for execution of the work in accordance with the quality standards and requirements specified for assigned project and facility.

Specifically, HMIS requires a subcontractor to provide technical editing and technical writing services to various organizations within HMIS. This Master Agreement Performance Work Statement (PWS) defines the overarching scope of the services to be provided and the requirements applicable to the Subcontract as well as any associated Subcontract Release(s) issued against it.

Subcontract Releases will contain a discreet description of the services to be provided, any deliverables and/or submittals required as well as the method to determine acceptance of the services. Each Subcontract Release will identify a Buyer's Technical Representative (BTR) responsible for the administration and oversight of the services.

When applicable, Subcontract Releases may contain additional requirements relative to the needs of the organization which shall be considered in addition to the requirements specified herein.



1.3 DESCRIPTION OF WORK – SPECIFIC

The work products and services to be provided, including any specific HMIS standards and requirements, required for the successful completion of this work activity includes the provision of technical editing and technical writing services. The services will consist of support to various HMIS organizations and projects of various sizes, scope and complexity. As a result, the work shall include the provision of services for small minor requests to large and very complex assignments. The services to be provided shall include but is not limited to the following:

- Review, proofread, revise and edit documents and other types of data for the purpose of verifying content, correction of spelling, grammar, punctuation, and format structure as well as ensuring clarity of the information.
- Format tables and figures within documents to ensure conformity and consistency is applied.
- Develop, update and maintain organizational and company websites.
- Develop materials, graphics and document layout and design.
- Develop, edit, and revise organizational and company forms.
- Develop, review and edit company and organizational procedures, process guides, and similar types of data.
- Develop, edit, and format organizational training plans, programs, and other similar types of information.
- Maintain configuration control of documents.
- Coordinate reviews with multiple stakeholders for the purpose facilitating comments and/or resolutions.
- Resolve document and language inconsistencies.
- Direct and lead stakeholders and reviewers of assignments from draft to final completion.
- Ensure documents conform and adhere to company standards, policies, and procedures.
- Coordinate and facilitate clearance of documents.
- Maintain responsibility of assignments from receipt of initial request through completion, including provision of status of each assignment.

The Subcontractor shall be responsible for meeting with applicable HMIS personnel to understand the needs and requirements of the organization. The Subcontractor shall act as the liaison between technical staff, Subject Matter Experts (SME's) and others to properly evaluate and obtain the necessary information to achieve the required end product result(s).

2 DELIVERABLES/SUBMITTALS

2.1 Deliverables

Deliverables will be identified in each Subcontract Release as they are applicable to the services to be provided. The Subcontractor shall strictly adhere to each Deliverable requirement, including ensuring its submittal by the due date and method of delivery specified.

In the event the Subcontractor cannot meet the deliverable requirements, as stated in the Subcontract Release, the Subcontractor shall promptly, notify the Subcontract Release BTR as to the reason(s) for the delay. Such notification shall be made verbally as well as in writing. For purpose of clarity, promptly shall mean within 24 hours of identification.

The Subcontractor shall provide the Subcontract Release BTR with the proposed corrective action plan to ensure the Deliverables are provided as timely as possible.

2.2 Submittals

In the event a Subcontract Release requires Submittals to be provided, the following shall apply:



- The Subcontract Release will identify each Submittal required to be provided, when applicable. This will include the use of a Submittal Register, attached as an Appendix to the Subcontract Release. An example of the Submittal Register is hereby attached as Appendix A. The Subcontractor shall deliver each Submittal to the submittal e-mail address as indicated on the Submittal Register. The Subcontractor shall include the Contract Specialist and Subcontract Release BTR on the transmittal.
- The Subcontractor Submittals identified in each applicable Subcontract Release and summarized on the Submittal Register shall be submitted by the Subcontractor using the [Contractor Document Submittal Form \(CDSF\)](#)

See: <http://www.hanford.gov/pmm/page.cfm/Construction>.

- Subcontractor information shall be submitted in either hard copy or electronic format (If electronic, it must be viewable using either Microsoft® Windows®, Microsoft® Office, or Adobe® Acrobat® software).

3 PLACE OF PERFORMANCE

The location of the work shall be as stated in each Subcontract Release. In the event work will be performed on the Hanford site or any HMIS controlled facility, the provisions of the On-Site Services shall apply to the subcontract personnel.

3.1 Site Access and Work Hours

Hanford personnel at the Hanford Site work a standard 4/10 schedule. The standard work week consist of ten (10) hours of work between 6:00 a.m. and 4:30 p.m. with one-half hour designated as an unpaid period for lunch, Monday through Thursday.

Work performed outside normal operating hours shall be coordinated and/or approved through the Subcontract Release BTR and/or the Contract Specialist prior to performing the work. The Subcontractor shall not permit the utilization of overtime unless specifically provided in the Subcontract Release and/or advanced written approval from the Contract Specialist is obtained.

3.2 Badging

For any on-site work, the terms of the On-Site Services Special Provisions shall apply. The subcontractor shall wear a Buyer issued security badge identifying themselves. A minimum of two (2) working days advance notice is needed for site badging. Subcontractor employees will be required to submit to vehicle searches and not personally carry or transport certain prohibited articles.

4 REQUIREMENTS

The requirements listed below are to identify specific standards the subcontractor and subcontractor personnel will be obligated to work to in support of this Subcontract and any associated Subcontract Release issued against it.

4.1 Procedure Requirements

The work as described herein shall be conducted in accordance with the following but not limited to the below implementing procedures:

Table 1. Procedures



Procedure No.	Title
Procedure No. HMIS-POL-EA-43407	Communications & External Affairs Policy
Procedure No. HMIS-PRO-MS-589	Hanford Mission Integration Solutions Procedures and Related Documents
Procedure No. HMIS-GD-RM-8959	Publications Process
Procedure No. HMIS-PRO-SEC-54603	Identifying, Marking, and Protecting Official Use Only (OUO) Information
Procedure No. HMIS-RD-RM-8310	Document Control Program
Procedure No. HMIS-PRO-SEC-49284	Protection of Unclassified Controlled Nuclear Information
Procedure No. HMIS-RD-SEC-12223	Protecting and Controlling Classified Matter
Procedure No. HMIS-PRO-QA-8635	Approval of Technical Documents

4.2 Engineering Requirements

Engineering requirements applicable: No

4.3 Environmental, Safety, and Health Requirements

The Subcontractor shall perform work safely, in a manner that ensures adequate protection for employees, the public, and the environment, and shall be accountable for the safe performance of work. The Subcontractor shall comply with and assist the Buyer in complying with environmental and safety requirements of all applicable laws, regulations, and directives.

The subcontractor shall exercise a degree of care commensurate with the work and the associated hazards. The Subcontractor shall ensure that management of environmental and safety functions and activities is an integral and visible part of the Subcontractor's work planning and execution processes. As a minimum, the Subcontractor shall:

- Thoroughly review the defined scope of work;
- Identify hazards and environmental and safety requirements;
- Analyze hazards and implement controls;
- Perform work within controls; and
- Provide feedback on adequacy of controls and continue to improve safety management.

The Subcontractor shall flow down all environmental and safety requirements to the lowest tier Subcontractor performing work on the Hanford site commensurate with the risk and complexity of the work.

Prior to start of work the Subcontractor shall work with the HMIS BTR to do a Job Hazard Analysis (JHA).

All Subcontractor and sub-tier employees shall have completed OSHA Hazard Communication training that meets the requirements of [HMIS-PRO-SP-13299](#), *Hazard Communication*. See [HMIS-PRO-SP-10468](#), *Chemical Management Process*, for more information.

Subcontractors and its lower-tier subcontractors shall be responsible to complete an Employee Job Task Analysis (EJTA) in accordance with [HMIS-PRO-SP-11058](#) for any of the following situations:

- For any subcontractor employee who will be on the Hanford Site for more than 30 days in a year.
- For any subcontractor employee who may potentially be exposed to hazards (e.g. radiological, beryllium, hazardous wastes, noise) while performing in accordance with the subcontract statement of work.
- For any subcontractor employee enrolled in a medical or exposure monitoring program required by 10 CFR 851, and/or any other applicable federal, state or local regulation or other obligation.

If any of the above conditions are met, the Subcontractor and its lower-tier subcontractor employee is to have a



current approved EJTA prior to that employee beginning work on the Hanford Site.

Buyer's Safety and Health Procedures are available on the internet at <https://www.hanford.gov/pmm/page.cfm/ContractorForms>. The documents on this site are kept current and are available for Subcontractors and lower-tier Subcontractor use.

Unique or specific requirements: **Yes**

4.4 Quality Assurance Requirements

The work activities for this Subcontract and any associated Subcontract Release(s) has been designated as a Quality Level G - Q Level 0 - GS. The subcontractor shall be responsible for performing quality workmanship and shall conduct the quality control measures necessary to ensure work conforms to referenced codes and standards, and other requirements defined in this PWS.

5 ACCEPTANCE CRITERIA

Each Subcontract Release will specify the acceptance criteria applicable to the services requested.

At a minimum, all documentation submitted to Subcontractor as an assignment, shall be thoroughly reviewed and encompass all proposed changes and/or corrections. Comments by reviewers shall be thoroughly reviewed, addressed, and resolved. The Subcontractor shall track, monitor and lead all assignments from receipt of request through final completion.

All documentation shall strictly adhere to HMIS standards and policies relative to content and security protocols.

6 CONFIGURATION MANAGEMENT

6.1 Configuration Management Requirements

There are no specific Configuration Management requirements applicable.

6.2 Applicable Standards

There are no specific applicable standards identified.

6.3 Verification/Hold Points

Not Applicable.

7 QUALIFICATIONS

The Subcontractor shall ensure that its personnel meet and maintain the appropriate training, qualifications, and certification requirements to perform the work as specified in this Master Agreement PWS and any subsequent Subcontract Release.

The subcontractor is expected to provide appropriately trained and qualified staff to perform the type of work associated with their work supporting HMIS. Additionally, the subcontractor shall perform work in accordance with the specifications, exhibits, and other documents, which made by reference, are a part of the Master Agreement and any Subcontract Release issued against it.

In order to determine the subcontractor qualified to perform the scope of work as outlined in this PWS as well as



establish the minimum requirements for each Subcontract Release, the subcontractor must possess the following qualifications:

- The Subcontractor shall have a minimum of eight (8) years of demonstrated performance in providing related technical editing, technical writing services for a wide range of organizations, including but not limited to business services (i.e. company administration, finance, internal controls) to technically related projects and services (i.e. engineering support, construction, reliability projects, and similar technical disciplines).
- The Subcontractor shall have a minimum of five (5) years of demonstrated performance in providing technical editing, technical writing services in a federal environment, including familiarity and use of government procedures, requirements, and standards.
- The Subcontractor shall have a minimum of five (5) years in demonstrated performance in working with complex equations, styles and macros contained in Word along with experience in manipulating Adobe files.
- The Subcontractor shall possess the capability and flexibility to assign resources based on the needs of the organization(s). This shall include matching skill levels of its personnel with the needs of the organization, taking into account various levels of complexity and magnitude of assignments issued. The Subcontractor shall possess the capability of handling multiple competing requests, of equal urgency, at the same time.
- The Subcontractor shall be knowledgeable and proficient in the use of Microsoft Word, Visio, Excel and Outlook as well as PowerPoint, Publisher, & Adobe. Such knowledge and proficiency shall be based on a minimum of five (5) years of experience in utilizing these systems.
- The Subcontractor shall provide resources with impeccable writing, spelling, and grammatical skills.
- The Subcontractor shall have working knowledge of shared folder sites and usage and familiarity with electronic record storage areas. Such working knowledge shall include a minimum of five (5) years' experience in maintaining folders on shared sites, including maintenance of folder standards and configuration control as well as managing, storing, and archiving documentation and data into electronic record storage systems.

In addition to the above, the Subcontractor shall provide qualified personnel throughout the period of performance of the Subcontract and authorized Subcontract Release(s). Subcontractor shall be responsible for ensuring its personnel meet and/or maintain current and valid training requirements, certifications and are fully capable to complete the duties described through the entirety of the Subcontract and Subcontract Release period of performance.

When applicable, Subcontract Releases may specify additional required qualifications and, when appropriate, desired qualifications relative to the type of services being requested.

8 SPECIAL REQUIREMENTS

Not Applicable.

8.1 Training

The below types of training identifies the minimum level of training required. Subcontract Releases may contain additional training requirements, applicable to the needs of each respective organization. Such Subcontract Release training shall be considered in addition to the following:

1. HGET/HMISGET General Employee Training or Hanford Site Orientation.
2. Integrated Document Management System (IDMS) Administration and Management



3. Microsoft Sharepoint (collaborative areas)
4. Official Use Only (OUO)
5. Privacy Awareness

The subcontractor shall maintain training records for their personnel and ensure all required training is completed prior to work. Additionally, as soon as practical after award, the subcontractor shall submit a badge request for personnel required under the various releases so that they may be scheduled for training and medical evaluation so that crews will be eligible for work on site. The badging request is required, because without it an HID# cannot be assigned, and therefore training and medical evaluations cannot be easily coordinated and scheduled.

8.2 Use of Government Vehicles

There is no anticipated need for any Subcontractor employees to use a Government-furnished vehicle in the performance of the Subcontract or Subcontract Releases issued against it. The Subcontractor's employees, therefore, are specifically prohibited from driving any Government-furnished vehicles under the performance of this statement of work unless this statement of work is formally so modified by the parties and the employee(s) will present a valid driver's license to the BTR for review.

8.3 Government Property

Government Property is not anticipated to be furnished to or acquired by Subcontractor

8.4 Hanford System Access Requirements

The following identifies the base systems that shall be utilized to perform the work described. Subcontract Releases issued against the Subcontract may identify additional systems relative to the organization and the services requested.

For those systems which HMIS will be responsible for (hereby HMIS Operated System), HMIS will operate, manage, maintain and authorize access for Subcontractor personnel. The Subcontractor shall identify each of its personnel who will require access to the HMIS operated system.

For those systems which the Subcontractor shall be responsible for (hereby Subcontractor Operated System), The Subcontractor shall be responsible for the operation, management, maintenance, and access authorization for these systems.

HMIS personnel shall have unlimited access to the below named Subcontractor Operated Systems, through the period of performance of the Subcontract.

Table 2. Systems

	System Description	HMIS Operated System <i>(Yes or No)</i>	Subcontractor Operated System <i>(Yes or No)</i>
1.	Integrated Document Management System (IDMS)	Yes	No
2.	Microsoft SharePoint Areas (as dictated by each Subcontract Release)	Yes	No
3.	eDOCS	Yes	No
4.	Microsoft Outlook	Yes	No



5.	Hanford Local Area Network (HLAN)	Yes	No
6.	Procedure Management System	Yes	No

8.5 Electrical Components

Not Applicable.

8.6 Section 508 of Rehabilitation Act Applicability

Section 508 of the Rehabilitation Act requires federal agencies to develop, procure, maintain, and use information and communications technology (ICT) that is accessible to people with disabilities - regardless of whether or not they work for the federal government. Section 508 requires federal agencies to make their ICT such as technology, online training, and websites accessible for everyone. This means that personnel with disabilities are able to do their work on the accessible computers, phones and equipment in their offices, take online training or access internal website to locate needed information.

Additional information regarding the applicability of this section can be found via the link below:

<https://www.epa.gov/accessibility/what-section-508>.

9 ACCESS AUTHORIZATION/CLEARANCE REQUIREMENTS

The Subcontractor will require access authorization (security clearance) due to having access to as well as review and development of classified materials. When a security clearance applies to the services, the associated Subcontract Release will specify the security clearance requirement and identify the reason for the clearance. The following shall apply to the Subcontract and all associated Subcontract Releases which specify a security clearance as being required.

A security clearance is required for all Subcontractors who will have: (1) access to classified matter, (2) access Special Nuclear Material (SNM), and/or (3) require frequent, unescorted access to secured areas.

A facility clearance must be in place at Hanford for the individuals' employer (facility), before a security clearance may be granted Facility Clearance (FCL). Approval will be required for a facility to be eligible to (1) access, handle, or possess classified information, (2) SNM, or other hazardous material presenting a potential sabotage threat, or (3) responsibilities for safeguarding \$5M plus of government property. If any of these criteria apply to the SOW, the Contract Specialist needs to be notified immediately, in order to process clearance paperwork. The work cannot begin until an FCL is in place. A new FCL is required for each subcontract meeting the criteria.

A subcontractor that will not possess classified information or matter, or SNM at the subcontractor's place of business and will only access such security activities at other cleared facilities must be cleared as a "non-possessing facility."

10 MEETINGS

10.1 Meetings

The subcontractor shall participate in all meetings as specified in each Subcontract Release. At a minimum, the Subcontractor shall participate in a kickoff meeting, which will be scheduled upon execution of the applicable Subcontract Release by the parties, and any progress meetings that may be required. The Kickoff Meeting may be a conference call, an internet meeting, or a meeting to be held at HMIS Site. The time, date, and agenda for the



meeting will be provided to the subcontractor by HMIS.

The subcontractor shall interface with various HMIS (and other) organizations through HMIS's Contract Specialist (or designated BTR for in-scope work), as required, or at points and frequency determined by the Contract Specialist. The person or persons designated by the subcontractor to attend all meetings shall have all required authority to make decisions and commit subcontractor to technical decisions made during meetings.

HMIS will issue meeting notices and prepare an agenda and minutes for each meeting addressed in this Section. When applicable, minutes will identify action items, assigned actionees, and due dates.

- **KICKOFF MEETING** - Before start of the Work, HMIS will conduct a conference at a time and Hanford Site location agreed to by Subcontractor and HMIS. Invited attendees will include HMIS, Subcontractor, key lower tier subcontractors and others having an interest in the Work. Purpose of the conference is the coordination of Work start up and familiarization of project participants with the Work and worksite.
- **PROGRESS MEETINGS** - HMIS will conduct a progress meeting at time and Hanford Site location determined by HMIS. Invited attendees will include HMIS, Subcontractor and key subcontractors. At the progress meeting, Subcontractor shall submit a written report showing actual man-hours expended versus planned and scheduled progress versus actual progress giving details of Work completed in relation to the approved schedule, together with a two (2) week "look ahead" which provides details of how the Work will be completed.
- **ORGANIZATION MEETINGS**: The Subcontractor shall meet with the BTR, technical personnel, stakeholders, management, and others as needed by each respective organization to ensure thorough understanding of the assignments received, support resolution of comments, and/or clarification of documentation requirements to assignments are completed in an efficient and accurate manner.

11 INTERFACE/NOTIFICATIONS

1. A BTR will be designated for the Subcontract and each Subcontract release.
2. Designation of BTR

The BTR is responsible for monitoring and providing technical guidance for this subcontract and should be contacted regarding questions or problems of a technical nature. The BTR is also responsible for appropriate surveillance of the subcontractor's representative while on site. In no event, however, will an understanding or agreement, modification, change order, or any deviation from the terms of this subcontract be effective or binding upon HMIS unless formalized by proper subcontract documents executed by the Contract Specialist prior to completion of this subcontract. On all matters that pertain to the subcontract terms, the subcontractor shall contact the Contract Specialist specified within this subcontract. When in the opinion of the subcontractor, the BTR requests or directs efforts outside the existing scope of the subcontract; the subcontractor shall promptly notify the Contract Specialist in writing. The BTR does not possess any explicit, apparent or implied authority to modify the subcontract. No action should be taken until the Contract Specialist makes a determination and/or modifies the contract.

3. The work will be inspected daily/periodically by the BTR.
4. The subcontractor shall immediately notify the field Contract Release BTR (who will contact HMIS Safety) of any injuries or incidents; to include damage to subcontractor-owned property or equipment. The subcontractor will follow this up within 24 hours with a written explanation to the Contract Specialist of the occurrence.
5. In the event that there is an abnormal or unusual situation associated with this contract work scope, the subcontractor is to immediately contact the BTR. If, after several attempts, the subcontractor is unable to contact either the BTR or the Contract Specialist, the Contractor is to contact HMIS Occurrence Notification Center at (509) 376-2900, which is available 24 hours a day, seven days a week, and provide them with: Contract Number, Contract Specialist's name, BTR's name and a short summary of the abnormal or unusual situation. If after making contact with HMIS, the subcontractor is advised to suspend activities, the subcontractor is not to proceed until such direction to proceed has been expressly issued by the Contract



Specialist. If there is an emergency situation, the subcontractor is to make the appropriate immediate emergency call to 911 or 373-0911 for cell phones and then make the notifications to HMIS as set forth herein.

6. Prior to work in the field, subcontractor shall ensure each employee has been cleared by HMIS and verify all training is complete in accordance with this statement of work.

12 APPENDICES

Appendix A: Submittal Register Example

Appendix B: Procedure No. HMIS-POL-EA-43407, Communications & External Affairs Policy

Appendix C: Procedure No. HMIS-PRO-MS-589, Hanford Mission Integration Solutions Procedures and Related Documents

Appendix D: Procedure No. HMIS-GD-RM-8959, Publications Process

Appendix E: Procedure No. HMIS-PRO-SEC-54603, Identifying, Marking, and Protecting Official Use Only (OUO) Information

Appendix F: Procedure No. HMIS-RD-RM-8310, Document Control Program

Appendix G: Procedure No. HMIS-PRO-SEC-49284, Protection of Unclassified Controlled Nuclear Information

Appendix H: Procedure No. HMIS-RD-SEC-12223, Protecting and Controlling Classified Matter

Appendix I: Procedure No. HMIS-PRO-QA-8635, Approval of Technical Documents